

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**CUSTOMER NO. 22927**

Applicants: Walker *et al.*  
Application No.: 09/973,581  
Filed: October 9, 2001  
Title: METHOD AND APPARATUS FOR ENTERTAINING  
CALLERS IN A QUEUE

Attorney Docket No.: 01-033

Group Art Unit: 2645  
Examiner: Olisa Anwah

***Reply Under 37 C.F.R. §1.116 – Expedited Procedure  
Technology Center 3600***

**RESPONSE  
to the Final Office Action mailed June 19, 2006**

**Mail Stop AF**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Examiner:

In response to the Final Office Action mailed June 19, 2006, please enter the following amendment and consider the following remarks. As the amendment presented herein places the application in condition for allowance at least because it “merely cancels claims, adopts examiner suggestions, [and/or] removes issues for appeal”, the amendment is respectfully requested to be entered as a matter of right pursuant to 37 C.F.R. §1.116(b) and MPEP §§714.12, 714.13.